

UNITED STATES DEPARTMENT OF AGRICULTURE

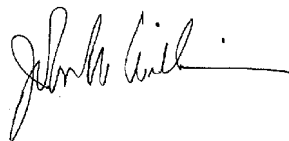
Farm Service Agency
Washington, DC 20250

Notice PM-2133

For: FSA, RMA, and FAS Employees, except Overseas Employees

Employee Assistance Program (EAP) Services

Approved by: Acting Deputy Administrator, Management



1 Overview

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Background

FSA, RMA, and FAS designate funds to provide EAP services for all employees.

EAP is a counseling service available to employees concerned about problems in their personal, family, and professional lives. The counseling is voluntary, confidential within the limits of the law, and offers many avenues for problem resolution. Supervisors and managers may refer employees to EAP if the employees' problems affect their conduct or performance.

FFAS encourages employees, supervisors, and managers to take advantage of the EAP services. Family members may use EAP.

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Purpose

This notice provides:

- information about EAP and its services
- suggestions for promoting EAP.

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Contact

If there are questions about this notice, contact Juliet D. McBride at 202-418-9029 or TDD at 202-418-9116.

Disposal Date

February 1, 2000

Distribution

All FSA, RMA, and FAS employees, except Overseas; State Offices relay to County Offices

2 EAP Services and Provider

A Services Provided

EAP provides the following services:

- employee counseling and referral (24-hours a day)

Note: Counseling during the assessment period is free. Employees are responsible for payment of all other fees incurred related to their problems or concerns.

Some health insurance plans may cover additional fees.

- employee and supervisory training
- critical incident stress debriefing

Examples: Disaster, sudden death of a coworker or family member, or workplace violence.

- management consultation.

Note: Supervisors and managers may contact EAP provider for assistance in handling and resolving workplace issues, such as employee conduct and performance.

B Obtaining Services

Use the following table to obtain EAP assistance.

IF located in...	THEN obtain assistance through...
<ul style="list-style-type: none">• National Office	Business Health Services at 800-222-0364, or TDD at 888-262-7848.
<ul style="list-style-type: none">• State Office• Caribbean Office• County Office• KCMO• KCCO• APFO• RMA Kansas City Office• St. Louis• RSO's and Compliance Field Offices	Green Spring Health Services at 800-523-5668 or TDD at 800-882-7610.

3 Problem Solving

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Types of Problems

Following are some of the problems that the EAP counselor can help the employee solve:

- work/family issues
 - emotional issues
 - parenting issues
 - depression
 - stress
 - grief counseling
 - alcohol/drug dependencies
 - gambling
 - family counseling
 - spousal/child/parent abuse.
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B

Handling Employee Problems

EAP counselors:

- are trained professional health care providers
- take the following steps in handling employee problems.

Step	Action
1	Assess the problem.
2	Provide short-term counseling.
3	Provide a referral, when necessary.
4	Follow up to ensure the employee receives quality assistance.

4 Distribution of Materials

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EAP Materials

The EAP Distribution Center provides all offices the following materials at the beginning of the FY:

- EAP pocket cards
- newsletters
- brochures
- employee manuals
- supervisory manuals.

Notes: The provider issues quarterly newsletters to all offices except County Offices.

State Offices should distribute a small quantity of the materials to the County Offices.

5 Field Office Action

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Promoting EAP

Field Office heads should promote EAP.

The following are suggestions for use in promoting EAP:

- distribute promotional materials to employees upon receipt from the provider
- provide handout materials to employees upon their request and at time of supervisory or management referral to EAP
- issue, at least annually, a notice to all employees to remind them of EAP and its services
- coordinate and provide employee and supervisory training through the appropriate provider

Note: See subparagraph 2 B.

- post handout materials in a central location for employee use.
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Address Changes

Field Office heads, except CED's, should immediately contact Juliet D. McBride, HRD, at 202-418-9029 or TDD at 202-418-9116 if their office mailing address changes. State Offices should provide HRD changes affecting County Offices.

Note: Failure to report address changes may delay the delivery of EAP materials.
